



Independence From Wires

Notes for Customer Care Executive (Level 1)

Documented By: Muhammad Adil

Analysis b/w Devices:

Slider:

- Provide wireless connection to internet.
- Less weight
- Slim in shape
- One user can use at a time

Slider plus:

- Modems are Wi-Fi enabled
- Provide wireless connection to internet as well as with PC through WiFi.
- Less weight
- Slim in shape
- Multi user can use at same time

USB dongle:

- Very Easy to move
- No external power required
- For Single user

SWOT Analysis:

Strength:

- Wireless
- Latest technology
- Best quality

Weakness:

- Less coverage
- Costly for average people of our location

Opportunities:

- Lot of places for coverage
- Peoples are rid of wires

Threats:

- PTCL
- Wateen
- Nayatel
- Moblink infinity

Competitor analysis:

● **PTCL:**

- 1Mbps at 1199Pkrs – unlimited Volume
- 4Mbps at 1999Pkrs – unlimited Volume
- 6Mbps at 4999Pkrs – unlimited Volume
- 8Mbps at 6999Pkrs – unlimited Volume
- Evo packages:
- 799 PKRs – 1GB
- 1199 PKRs – 2GB
- 1499 PKRs – 5GB
- 1999 PKRs - unlimited

● **Wateen:**

- 5GB - 256kbps – 499PKRs
- 5GB - 512kbps – 599PKRs
- 5GB – 1Mbps – 699PKRs
- 10GB - 256kbps – 899PKRs
- 10GB - 512kbps – 999PKRs
- 10GB – 1Mbps – 1099PKRs

unlimited - 256kbps – 1199PKRs

unlimited - 512kbps – 1299PKRs

unlimited – 1Mbps – 1399PKRs

● **Nayatel:**

12Gb – 1199PKRs – 1Mbps day time / 3Mbps night time

15Gb – 1399PKRs – 1Mbps day time / 3Mbps night time

15Gb – 1699PKRs – 1Mbps day time / 5Mbps night time

● **Witribe:**

256Kbps – 6GB – 650PKRs

512Kbps – 6GB – 750PKRs

512Kbps – endless – 1200PKRs

1Mbps – 6GB – 950PKRs

1Mbps – 12GB – 1350PKRs

1Mbps – 15GB – 1600PKRs

1.5Mbps – endless – 2400PKRs

USB dongle:

256 – 6GB – 1000PKRs

512 – 10GB – 1500PKRs

Activation charges:

Desktop → 500

Wifi Modem → 1500

USB dongle → 2500

Outdoor device:

Security = 200\$

Payment Solutions:

Pay using scratch cards

Pay through home collection

Pay through easy paisa

Pay at wi-tribe customer care center

Pay through bank deposits (standard charter)

Promos:

Add-on:

100Rs = 2GB

200Rs = 5GB

Remaining volume will transfer to next month.

Happy day:

Endless volume for 1 Day = Rs 100

Endless volume for 3 days = Rs 200

Personal volume stop and happy day starts after happy day personal volume starts again.

Speed boost:

50% speed increase for 30 days in 99Rs.

BRM:

BRM stands for Business Revenue Management

BRM have several tabs

● **Search tab:**

From search tab we can search user account

We can search from user ID, user NIC number, user mobile number, MAC address of device.

Once user profile opens there are different tabs:

● **Summary tab:**

Name of user

Address of user

Mobile number of user

Email address of user

Account status

Active, inactive, close
Package
Date of birth of user
MAC address of device
Volume consumption
Last paid amount
Bill paid
Bill unpaid

- **Balance tab:**

Amount due for bills
Credit
Credit limit
Total MB free
Total MB used (used volume)
Invoice generated
Bill history

- **Payment tab:**

Date of payment
Method of payment (cash / voucher)
Bill paid (total amount which user paid for bill)
Bill allocated (original bill of user)
Bill unallocated (etc amount paid by user)

- **Plan tab:**

Purchase extra volume / Add-on:

2gb on credit	(99Rs)
2gb on cash	(99Rs)
5gb on credit	(199Rs)
5gb on cash	(199Rs)

Purchase promos:

Happy day:

1 day unlimited on cash	(100Rs)
1 day unlimited on credit	(100Rs)
3 day unlimited on cash	(200Rs)
3 day unlimited on credit	(200Rs)

Speed Boost up:

50% increase in speed	(100Rs)
-----------------------	---------

Package change:

Up-grade:
User has to pay the difference b/w security charges
Down-grade:
No charges

- **Service tab:**

We can send user name and password of “my wi-tribe” portal.
MAC address for refreshing the account.

- **Purchase extra volume in BRM:**

Plan → purchase → purchase → select 2Gb / 5Gb → apply → summary → refresh.

- **Purchase happy day / speed boost-up: (99Rs for 30 days)**

Plan → purchase → purchase → drop down the ID and select “IP” → select the desire package → next → next → next → finish → summary → refresh

- **Package change in BRM:**

Plan → purchase → purchase → purchase option = transition to new plan → drop down the “blue” → up grade → select package → next → next → next → summary → refresh.
Plan → purchase → purchase → plan change charge → next → write “amount” (difference b/w activation charges) → next → ok.

- **Account Freeze in BRM:** (charges = 100Rs, Max duration of 2 months in 1 year, requirement for freezing the account is that the remaining balance < 200)

Summery → Account status → change status to inactive → effect immediately → reason for change = safe custody → apply

Summery → account status → change status to active → defer the action until date → reason for change = wi-tribe initiative reactivation.

- **Payment Allocation in BRM:**

Payment → click on payment (for open) → select the payment → click the button “allocate payment” → summery → refresh.

- **Changing email address / Mobile number in BRM:**

Summery → service address → change email address

Summery → service address → change mobile number.

- **Find which device customer is using?**

Go to summary tab → go to the detailed info → Look in the device id → If the id ends with 50 then it's a slider → If it ends with a 5 then it's a slider plus → If it says USB then it has a USB dongle.

- **Search a customer's usage history?**

We search the customer in BRM → click on plans tab → The log of the customer's plans and add-ons will appear.

LINKS:

<http://helpdesk.wi-tribe.net.pk:8080>

<http://ct.wi-tribe.net.pk:8080>

<http://smarts.wi-tribe.net.pk>

cc.wi-tribe.net.pk

www.wi-tribe.pk

<http://va.zensupport.co.uk>

pkdms01

<http://ct.wi-tribe.net.pk:8080/latlon.php>

mail.wi-tribe.net.pk

customercare@wi-tibe.com

For Trouble Ticket:

www.helpdesk.wi-tribe.net.pk:8080

Mandatory fields for TT of scratch card: (TAT = on the spot)

Serial number

Error

Location of card purchase

Amount of card purchase

Mandatory fields for TT of CCC: (TAT = on the spot)

Agent ID

CC address

Date / time

Amount

Slip #

Mandatory fields for TT of SCB: (TAT for cash = 24 hours) (cheque = 3 – 7 days)

Deposit slip

Date / time

Branch

Amount

Mandatory fields for TT of easy paisa: (TAT = 24 hours) (bill can't be paid by easy paisa if user have balance less then 200Rs)

Trasition ID

Time / date

Amount

Retailer location

Mandatory fields for TT of home collection: (TAT collects time < 1 then update on same day, if collect time is > 1 then update next day)

Time / date

Agent ID

Slip #

Amount

Mandatory fields for TT of Slow Browsing:

Signal strength

Check provisioning from SMARTS

Firewall and updates closed

Cashe cookies, temp files deleted

Speed test results

Ping results

RSSI / CINR values

Mandatory fields for TT of DECAMPING - INTERMITTENT:

Signal strength

Check provisioning from SMARTS

Hard reset

Relocate the CPE

RSSI / CINR values

LAT / LON

Coverage snap shot

Mandatory fields for Dongle authentication failed:

Signal strength

Check provisioning from SMARTS

RSSI / CINR values

LAT / LON

Coverage snap shot

Mandatory fields for TT of EMAIL can't send / receive:

Email client (MS outlook)

Ping SMTP

Telnet SMTP

Technical Troubleshooting:

● **New CPE not activated / any package not activated:**

Copy MAC address of device → go to smart (www.smarts.wi-tribe.net.pk) → check the status of device.

● **Slow browsing:**

- Issue with any particular side or with every side?

- Number of signal on CPE?

- First off all Check Throttle or any redirect page from SMARTS (

<http://smarts.wi-tribe.net.pk/prov.php>)

- Turn off windows firewall (windows XP: control panel → windows firewall → off (not recommended)

) (windows 7: Start → Control Panel → view by: small icons → Windows Firewall → Change Notification settings → Turn off Windows Firewall → OK).

- Turn off automatic updates (control panel → automatic updates → turn off automatic updates)

(start → control panel → windows update → change settings → important updates: never check for updates (not recommended) → ok).

- Clear temp files (c:\windows\temp)

- Clear cash cookies, temp history files (ctrl+shift+del) (tools → internet option → press "Delete" button in browsing history → press "delete all" button)

- Check speed from www.speedtest.net

- Check ping results

Ping 127.0.0.1 if not successful then it means there is problem with network card.

Ping 192.168.15.1 (packet send = 4, packet receive = 4, packet loss = 0%) (delay response is b/w 0 msec to 4 msec) (if ping result time out, then 1) Ethernet cable faulty / swep the wire port 2) check ip address 3) firewall)

Ping 115.167.72.253 (packet send = 4, packet receive = 4, packet loss = 0%) (average time = 60ms to 80ms)

Ping yahoo.com (packet send = 4, packet receive = 4, packet loss = 0%) (average time = 300ms to 350ms)

- Check proxy (Tools → internet option → connection → LAN setting → all check boxes must be uncheck)

- Tool → internet option → advance → reset / restore factory setting.

Abnormal delay in pinging GW:

Cable is faulty

Abnormal delay in pinging DNS:

Ipconfig/flush dns

Ipconfig/release

Ipconfig/renew

Softreboot the CPE (192.168.15.1) (for Motorola: control panel → system → reboot ems → apply) (for Gemtec: reboot → apply)

Manual DNS configured

Softreboot CPE and restart the computer

Abnormal delay in pinging Yahoo:

Try to ping google.com or facebook.com

congestion on yahoo

IE opening very slow:

Also check the **system resources utilization** from task manager you will have the idea if there is a **virus**.

11) if ping is successful, then Log in into the console monitor the CINR and RSSI it should not be less than the benchmark (CINR >= 5 db, RSSI should not be below -80 dbm.)

• No Browsing:

Number of signal on CPE?

Signal stable on CPE or not?

1) check provisioning

2) Ping

3) Turn off automatic updates & firewall

4) soft reboot

Error on network connections: Limited or no connection:

Assign manual IPs

Start → all programs → assessories → communication → network connection (ncpa.cpl) → R.C on local area network → properties → select TCP/IP → properties → use following IP address (IP = 192.168.15.3, subnet mask = 255.255.255.0, default gateway = 192.168.15.1) → use the following DNS server (preferred DNS = 115.167.72.253, alternate DNS = 115.167.73.253)

Error on web page: proxy server

Check Proxy settings

Tools → internet option → connection → LAN setting → uncheck all

Error on web page: primary dns

Start → run → cmd → ipconfig /flushdns //it will flush the dns resolve cache

Start → run → cmd → ipconfig /release

Start → run → cmd → ipconfig /renew

Assign manual DNS

Error on Ping Gateway (destination unreachable)

Problem: Issue with LAN cable

Solution: Swap cable ends, change the cable

Error on Ping DNS (destination unreachable)

Problem: Device not camped

Solution:

Error on Ping DNS (request time out)

Problem:

Solution: soft rest, hard reset, manual DNS

Error: ping average time of DNS is greater:

Problem:

Solution: assign manually DNS.

Error on Ping any site (destination unreachable)

Problem: check 2 more sites, congestion on site, IP block

Error on ping any site (request time-out)

Problem: check 2 more sites, IP block

Solution: 1) check user's WAN IP from (www.whatismyip.com)
2) check which server block IP from (www.mxtoolbox.com)
3) release IP from (www.spamhaus.org)

Error on web page: TCP error

Problem: problem with explorer

Solution: Assign Manual IP

Change explorer

Check ping GW, if unsuccessful

Ping loopback (127.0.0.1), if unsuccessful

Then TCP / IP uninstall then install

Error on web page: Server not found

Problem: machine can't find DNS server, may be DNS server is wrong configured.

Solution: check the DNS server, set it automatically aur manually

Consol can't open:

Problem: issue with browser

Solution: change explorer, reset IE, restore factory setting

Error on IE: IE can't open the required page:

Problem: Address is not writing accurately

Problem: Acquiring network:

Solution: Assign Manual IP

Computer restart

Driver corrupted

LAN card issue

● **Particular web side is not opening:**

Which web side?

What is the error while opening that web side?

1) Verify if the domain name is typed correctly

2) Verify if its http or https

3) Verify if user is typing "www" at the start of the domain name

4) If above is fine then do an **nslookup** to see if the domain name is being resolved by DNS (ensure that there is no static DNS or IP entry in TCP/IP properties of PC). If the nslookup is not returning any ip then there can be 2 possibilities

- Either the domain name is not correct or
- DNS does not know about it.

5) enter IP address of international DNS server (4.2.2.2) in place of Alternate DNS server. (it will open the site but overall speed of internet will decrease)

6) If it is being resolved by DNS then try **pinging the IP** of website (it is possible that the ping is blocked at that ip. Don't panic.). Also run a **trace-route** and check the results for any abnormal delay. If a delay on a particular site is observed on the internet cloud then its beyond wi-tribe reach however NOC will take up such matters with up-stream providers for a resolution. No time frame can be guaranteed for settling such issue.

7) If everything is ok then try accessing the site from any other CPE

8) If it opens from other CPE then it's a user specific issue (check if any **fire wall** is enabled blocking this site or **check explorer settings** for such blockage and if so set the configuration to default).

9) Add that side in trusted sides.

Tool → internet options → security → trusted sites → sites → write the site → click “add”

10) minimize the security levels

Tool → internet options → security → minimize the security level → apply → ok

- **Particular web site is not Properly updating (Google adds):**

Turn off windows Firewall

- **Camping / Decamping Issue:**

What is the Status of lights?

Since how long is he decamped?

How many signals did he use to get before this incident?

Was he change the location?

Any EMI device placed near or not?

Time duration b/w decamping?

1) Relocate the device

2) Check the values of CINR & RSSI

3) Check the coverage

4) Soft reboot the device.

5) Hard reboot the device

- **Decamped – intermittent:**

1) Check the values of CINR & RSSI (if value is below benchmark “user is not receiving proper signals or user is sitting in a patch”)

2) Check if the status of the CPE is provisioned

3) Change the location of the CPE

4) Try hard resetting the device.

- **Wi-Fi not connected:**

Check wifi ON of both CPE and laptop

Delete all wifi connections from laptop (Control panel → network connection → “wireless network connection” (if No, then either the wireless connection is OFF or the drivers of wireless card is not installed))

Soft reboot the CPE by connecting with cable

Check interface status = disable

Check various devices to connect with CPE wifi

Change the SSID (ex: Home) then search from laptop wifi

- **Ping GW request time out:**

Manual IP are wrong assigned

- **Wi-Fi authentication error:**

Connect the device with LAN cable and check authentication configure on CPE.

Go to control panel → network and sharing center → manage wireless network → select the connection → properties → verify the authentication (similar as on CPE).

- **Wi-Fi security enable:**

First connect the device with cable

Wi-tribe device (RED / Gemteck) (MAC = 00***)**

192.168.15.1

Password witribe

Internet (left side 2nd option) → wireless (upper right corner) → authentication = WPA PSK → encryption = TKIP → Rekey interval = 3600 → WPA PSK ***** (enter 8 to 12 alpha numeric password) → apply

Wi-tribe device (RED / Gemteck) (MAC = AC***)**

Connect the device with the cable

192.168.15.1

Password witribe

Internet (left side 2nd option) → wireless (upper right corner) → network name (SSID) = witribe_wifi → radio channel = auto → working mode = 802.11 b/ g → authentication = open system → encryption = WEP → default key = 1 → Key ***** (enter min 10 bit numeric password) → apply

Wi-tribe device (Black / Motorola)

192.168.15.1

Password Motorola

Wifi (in the center) → security (on your left 2nd option) → security protocol → WPA/PA2 → WPA algorithm = TKIP + AES → Authentication type = shared → WPA shared key ____ (enter min of 10 bit numeric password) → apply.

- **USB Dongle: (USB not recommend with win vista and win 7 64 bit)**

Install software (connection manager) (newload.wi-tribe.net.pk)

Red light means decamping

Green light means connected

Signals strength > 40%

1) Port change of USB

2) Reinstall the software (connection manager)

- **USB dongle setting:**

After installation of connection manager → Click on WIMAX → click on CONNECT → In display area you will see “connected to wi-tribe WIMAX” → click on TOOL → select Setting → Hardware tab → click on drop down list adjacent to WIFI device and select disable → click on drop down list adjacent to WIMAX device and select automatic → click on drop down list adjacent to Ethernet device and select disable → ok

- **USB Dongle authentication failed:**

1) Verify the provisioning

2) Check if the user is in the Coverage area (Minimum Signals required for USB Dongle is 40%)

3) Check the Operating System of the user because USB Dongle is not compatible with Windows

VISTA 64 Bit and Windows 7 64 bit editions.

4) Reinstall the Connection Manager.

- **Laptop is not searching CPE wifi:**

Check CPE wifi is enable or not (internet → wireless → interface status = disable)

Soft reboot ems

- **Mails not send from outlook:**

How is other browsing? (if yes then)

Which outlook version?

Tools → account setting → select mail server → change → outgoing mail server (SMTP) = mta.wi-tribe.net.pk → uncheck the “require login using secure password authentication (SPA)” → more setting → advance → outgoing server (SMTP) = 25 → outgoing server POP3 = 110

1) Ping the users mail server (mta.wi-tribe.net.pk) to check the connectivity.

2) Do an nslookup and see if the domain name gets resolved. (run → nslookup → mta.wi-tribe.net.pk)

3) Do the telnet to the mail server (telnet mta.wi-tribe.net.pk 25) → black screen will open → write “test mail” in comand prompt and press enter → check test mail recived or not.

4) Mail stuck in queue in outbox.

5) Check for Email size.

6) Check for viruses.

- **User request for Static IP: (not available on USB dongle and endless) (500 per anum)**

Why required?

TT created

- **Port forwarding:**

Assign static IP

Port forwarding → Enable ping from internet → disable → disable firewall

Port forwarding → add → enter starting and end port number → enter static IP address assigned to PC →

apply

- **IP BLOCKED DUE TO ILLEGAL VOIP ACTIVITY:**

1) Discourage the user to use VOIP unless he/she has the license.

2) Create TT (tat 48 working hours)

- **NETWORK OUTAGE:**

1) It's a two way. If we know it first we will announce it.

2) If CC thinks there is a problem in a particular area then let NOC know. NOC will check and revert.

- **TP link Cameras not display:**

Static IP

Port forwarding

Enable active x in IE (tools → Internet options → Security → customize level → enable all activeX controls and plug-ins)

MAC OS T-Shoot:

- **Disable firewall:**

System preference → security → firewall → start / stop / "Allow only essential services" to turn ON / "Allow all incoming connections" to turn OFF.

- **Disable updates:**

System preference → software update → scheduled check → uncheck the "download important updates automatically"

- **Clear cashe cookies from safari:**

Safari > Empty Cache or Safari > Reset Safari

- **Check IP address:**

System Preferences → Network" under the Internet and Network section → drop-down menu → select "Built In Ethernet" for Ethernet or select "AirPort" for wireless network → Select "TCP/IP" tab → configuration Ipv4: Using DHCP / Manual → click OK to save.

- **Ping:**

Utilities → network utilities → ping tab → write IP address → press ping button

Billing profiles:

Profile A = new customer with 1st MLR remaining

Profile B = old customer with 1st MLR remaining

Profile C = old customer with 2 MLR remaining

Profile D = old customer with 3 MLR remaining

Email and message send on 50%, 70%, 90% and 100% consumption

After 100% metering page appears on user screens

If user allow, metering starts

Email send to user on 50% and 100% consumption of metering

After 100% consumption of metering landing page appears on user screen.

Late fee charges 5% of package per day

Notes:

If account remains inactive till 1 month then account will close and closed account will never be open again.

Package change can done only once in a month. (month is from 1st to 30th of the month)

wi-tribe

Independence From Wires

Notes for Customer Care Executive (Level 1)

Documented By: Muhammad Adil